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ABSTRACT

The standard for grading jobs under the Federal Wage System covers nonsupervisory work involved in handling, marking, and preparing displays of merchandise or other items for selection by customers. This requires skill in observing, counting, and maintaining stock levels, and in matching names, codes, numbers, or sizes of items on shelves to lists on which these items are shown. Workers acquire and use a knowledge of the various kinds, sizes, and locations of stocked items, and how they should be displayed. They also use knowledge of the general characteristics of items handled in recognizing poor or unacceptable quality. (Author/DS)

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JOB GRADING STANDARD FOR

STORE WORKER

WG-7602

U.S. DEPARTMENT OF HEALTH
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BUREAU OF POLICIES AND STANDARDS

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WG–7602

STORE WORKER

WORK COVERED

This standard covers nonsupervisory work involved in handling, marking, and preparing displays of merchandise or other items for selection by customers. This requires skill in observing, counting, and maintaining stock levels, and in matching names, codes, numbers, or sizes of items on shelves or counters to lists on which these items are shown. Workers acquire and use a knowledge of the various kinds, sizes, and locations of stocked items, and how they should be displayed. They also use knowledge of the general characteristics of items handled in recognizing obvious poor or unacceptable quality or in identifying items by type, kind, or variety for pricing.

WORK NOT COVERED

The following kinds of work are not covered by this standard:

—Receiving, bulk storing, shipping, or issuing supplies, materials, and equipment in a warehouse. (See the job grading standard for Warehouseman WG–6907.)

—Unloading incoming boxes, supplies, and materials from trucks and cars; moving stock by handtruck or dolly; and opening crates and boxes. (See the job grading standard for Laborer WG–3502.)

—Advising on the fit of wearing apparel and marking needed alterations. (See the WG–3100 Fabric and Leather Work Family.)

—Operating meat grinders and slicers and providing advice such as the number of pounds of meat needed to serve a specific number of people. (See the job grading standard for Meatcutter WG–7407 or, if appropriate, use the occupational code for Meatwrapper WG–7465.)

—Operating a cash register to list and total the prices of purchased items, preparing sales slips, maintaining price lists and inventory records, and other clerical work described in the position-classification standard for the GS–2091 Sales Store Clerical Series.

TITLES

Jobs covered by this standard are to be titled *Store Worker*.

GRADE LEVELS

This standard does not describe all possible grade levels for this occupation. If jobs differ substantially from the skill, knowledge, and other work requirements described in the grade levels of the standard,

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they may be graded above or below these grades based on the application of sound job grading methods.

NOTE TO USERS

The marking and prepackaging of items is not essential for grading in this occupation. The stockhandling work described in this standard is performed in commissaries where meat, produce, grocery, and household supplies are displayed with a selling price. Jobs in other locations may be graded by this standard if they involve skills and knowledges substantially similar to those defined in the WORK COVERED paragraph.

A store worker who is assisted by stockers, laborers, or other workers in doing a specific assignment should not be graded as Leader or Supervisor unless the intent and requirements of those job grading standards are met.

Store Worker WG–4

General: The WG–4 Store Worker does a variety of tasks which require skill in observing, counting, and maintaining stock levels, and in matching names, codes, numbers, or sizes of items on shelves or counters to lists on which these items are shown. Typically, this includes the following:

—Listing items needed and refilling stock on shelves and display counters;
—Checking amounts of items received for display and setting aside those which are obviously of poor or unacceptable quality;
—Weighing items such as meat and produce;
—Marking the proper selling price on a variety of different kinds and sizes of items;
—Moving old stock toward front of shelf or rotating by stamped code date;
—Assisting in inventories by counting stock on hand; and
—Answering customers' questions regarding where items are displayed in the store and relaying customers' orders.

Skill and Knowledge: The WG–4 Store Worker applies a general knowledge of the items being handled, for example:

—In working at a meat counter, he uses ability to recognize cuts of meats;
—In working at a produce counter, he applies knowledge of the kinds and varieties of fruits and vegetables; and
—In working with grocery or other items, he applies a knowledge of the brand names and sizes carried by the store.

He uses this knowledge in preparing and arranging or stacking items together for safety and neatness of displays. He rotates old stock to the front. In arranging displays, he also recognizes and refers to a higher grade worker products which show obvious signs of poor or unacceptable quality such as cracked, leaking, or broken bottles or packages; dented or swollen cans; thawing frozen foods; mold on cheese, etc. When preparing produce items for display, he makes judgments in sorting produce by size, in washing or trimming for attractive appearance, and in separating into saleable clusters or quantities.

The WG–4 Store Worker uses judgment in comparing the names and sizes of items on shelves, counters, or storage areas to those on order lists and price lists. For example, on the order sheet listing items carried, he indicates the number needed to refill empty spaces or low levels of stock on display. He also uses this identifying information to locate

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items in the storage area. Before placing these items on display, he marks the proper price on each different kind and size; or, for produce or meat which is sold by the pound, the store worker identifies the item, determines the price per pound by referring to a price list (or memory) and weighs on a computing scale for the total price. He uses arithmetic in determining amounts that are on hand for inventories or amounts needed to fill shelves.

The WG–4 Store Worker applies a knowledge of the general layout of the store and location of displays in helping customers to find items on display or in obtaining items for customers from the backup storage area, as requested.

Responsibility: After the WG–4 Store Worker is told the area to which he is assigned and the nature of the work to be done, he carries out repeated assignments with little review during progress of the work. New or unfamiliar procedures are explained, and price changes are provided by the supervisor or indicated on the price list. Completed work is checked to see that instructions have been followed.

The WG–4 Store Worker must be careful to mark prices accurately and clearly and to stack items so they do not create a safety hazard. He must use judgment in assisting customers to locate stock or in relaying customers' orders. He must be alert for and report obvious shortages, damages, or spoiling of incoming items.

Physical Effort: The WG–4 Store Worker walks, stands, bends, or stoops and moves his arms in filling shelves and counters. He lifts or moves heavy boxes or crates frequently weighing up to 50 pounds, and occasionally over 50 pounds.

Working Conditions: Most of the work is performed in store display areas which are well lighted and maintained at a comfortable temperature. Aisles are often crowded with customers and grocery carts. In working in the storage area or loading dock, the store worker may be exposed to hot or cold weather or damp and drafty conditions. Some store workers are frequently exposed to differences in temperatures in storing or obtaining items in refrigerated rooms. There is danger of minor injuries such as cuts, scrapes, and bruises or heat sealer burns.

Store Worker WG–5

General: In addition to work described at the WG–4 level, the WG–5 Store Worker uses judgment in deciding the work to be done in his area on a day-to-day basis; he performs tasks such as the following:

—Determining the proper display area or amount of shelf space for items and how to make room for new products or increased quantities;

—Estimating needed perishable items for which there is a purchase agreement (dairy products or frozen foods) and advising vendor's salesman or deliveryman of adjustments in daily or weekly orders;

—Checking incoming shipments for obvious spoiling or damage, overages, or shortages; reporting differences between amounts indicated on the receiving report and amounts received; signing receiving reports; and

—Keeping supervisor advised of customer preferences, unusual turnover, or the need to increase or decrease stock of particular items.

Skill and Knowledge: The WG–5 Store Worker needs more knowledge of the turnover of items and how they are displayed than WG–4 Store Workers to plan his work so that items are available as needed and that displays are safely and neatly arranged. For example, in making decisions about how much shelf space to use or how to rearrange displays, he considers the amounts to be displayed, whether the display is to be permanent or for special holiday needs, and other factors such as whether shipments are expected for out-of-stock items. In ordering highly perishable items such as dairy products or frozen foods, he considers customary sales for the day of the week, current inventory, and capacity of display and storage areas. He checks incoming shipments, signs receiving reports, and advises supervisor when there are any problems with the shipments. In working with produce, he advises his supervisor when items show signs of spoiling so that the price may be reduced for quick sale. In recommending changes in the amount of stock carried, he uses his knowledge of requests received from customers and the turnover of particular items over a period of time. He also answers questions about the stocking or availability of items referred by the lower grade workers.

Responsibility: The WG–5 Store Worker decides the priority of work that needs to be done on a day-to-day basis according to established procedure for his area. In some jobs, he follows procedures for routinely ordering perishable items direct from the vendor. In changing

prices, he follows directions from his supervisor or the price list. The supervisor keeps the worker advised on changes in established procedures and checks to see that the work is completed.

The WG–5 Store Worker checks to assure that shelves or counters are stocked adequately and neatly and that correct prices are marked on individual items. He uses judgment in deciding which items to move or rearrange, and in making similar changes.

Physical Effort and Working Conditions: Physical effort and working conditions of the WG–5 Store Worker are essentially the same as those described for the WG–4 Store Worker.

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UNITED STATES CIVIL SERVICE COMMISSION
BUREAU OF POLICIES AND STANDARDS

FPM Supplement 512–1

JOB GRADING SYSTEM FOR TRADES AND LABOR OCCUPATIONS

Transmittal Sheet No. 22

September 1972

1. Part II: This issue contains one new standard for grading jobs under the Federal Wage System:

   a. WG–7602 *Store Worker* standard covers jobs now included in the following handbook [1] definition:

      7602 Sales Store Working Series
      7652 Commissary Stock Handling Series
      7655 Produce Attending Series
      7667 Meat Market Attendant Series
      (not listed in handbook) [1]

2. Revised pages for the alphabetical index, occupational code-structure index, and handbook definitions index of published job grading standards will be issued in a later transmittal sheet.

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[1] U.S. Civil Service Commission's HANDBOOK OF BLUE COLLAR OCCUPATIONAL FAMILIES AND SERIES, October 1961.

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